Ministry of
Transportation and Infrastructure

2010/11
Annual Service Plan Report

For more information on how to contact the British Columbia
Ministry of Transportation and Infrastructure,
see Ministry Contact Information on Page 36 or contact:

Ministry of Transportation and Infrastructure
PO BOX 9850
STN PROV GOVT
VICTORIA BC
V8W 9T5

or visit our website at
www.gov.bc.ca/tran/

Published by the Ministry of Transportation and Infrastructure

Message from the Minister and Accountability Statement

The *2010 11 Annual Service Plan Report* is an important tool for our Ministry and allows us to be more open and accessible to the people we serve. It enables us to review our performance over the past 12 months and report on the work we've done to ensure families and businesses across British Columbia have access to the most efficient and reliable transportation network on the continent. It also provides us with the opportunity to speak to our many accomplishments, and I'm proud of all the hard work ministry staff have done.

Government and industry partners are working together to fulfill the long-term vision of making British Columbia the preferred gateway for Asia-Pacific trade with the most competitive port and supply-chain system on the west coast of the Americas. In November, the Ministry was part of a successful mission to Asia in which the Pacific Gateway Alliance laid the groundwork for increased trade through B.C. ports. The mission helped expand the province's customer base and promote our natural geographic advantage and exceptional infrastructure. To date, public and private sectors have committed almost $22 billion to projects in support of the Pacific Gateway.

As global economic recovery took hold in 2010 both Port Metro Vancouver and the Port of Prince Rupert saw dramatic growth in cargo traffic volumes and underwent improvements to increase capacity, technology and services. Container traffic to both ports rebounded strongly from 2009 levels, and increased demand for Canadian resources, particularly coal, potash and forest products, caused bulk and break-bulk volumes to rise significantly.

We remain committed to investing in sustainable technologies that reduce greenhouse gas emissions, promote alternatives to single occupant vehicles and provide families with access to affordable transportation options. As part of the *Provincial Transit Plan* several projects were completed in 2010/11, including the $21.5 million Rapid Bus service connecting downtown Kelowna with the University of BC-Okanagan that started in September 2010. Also, in June 2010, B.C. became the first province in Canada to offer an affordable, universal U-Pass transit program to students at all publicly funded post-secondary institutions. More details on these and other transit related projects can be found in this report.

The Ministry continues with the largest expansion of transportation infrastructure in the history of the province, and 2010/11 was our busiest construction season ever. We completed over 400 projects and invested over $2 billion to make our transportation network safer and more efficient while improving the movement of goods and people along our highways. As a direct result more than 8,000 jobs were created for British Columbians, helping further stimulate economic growth.

Improving the Trans-Canada Highway through the Kicking Horse Canyon is one of our top transportation priorities and construction on Phase 3 is well underway and scheduled for completion in 2012.

In 2010/11, construction along Highway 97 as part of the Cariboo Connector Program continued with approximately 20.2 kilometres of highway widening completed. This program is an important part of our Pacific Gateway strategy and we've added five projects to our original $200-million commitment, bringing our total investment to over $241 million worth of Cariboo Connector projects completed or underway.

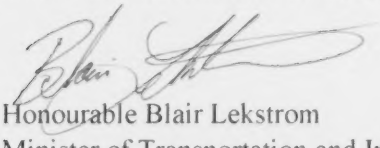
The Ministry also continued to develop B.C.'s rural economies by ensuring they had the safe, reliable connections they need to succeed. In 2010/11, we made focused investments in roads serving rural residents and industries, strengthened the public routes used by our Northeast oil and gas industry, and rehabilitated the roads used to transport mountain pine beetle killed timber to market. These ongoing investments not only kept our highways safe and in good repair, they made new business opportunities possible, attracting investment and creating jobs.

As part of the Province's Gateway Program, work continues on the Port Mann Bridge/Highway 1 Improvement and South Fraser Perimeter Road projects. These projects will enhance the operation of key transportation corridors in Metro Vancouver, leading to reduced congestion and travel times and improved access to alternative forms of transportation. Both projects are on schedule to be finished in 2013.

We're committed to ensuring the public has access to the most up-to-date traffic information, and improvements to the DriveBC website and the introduction of a ministry Twitter feed in 2010/11 will help us meet that goal. The new site gives the public access to current highway conditions, travel advisories and scheduled construction work in a more user-friendly and interactive way. Last year more web cameras were added to the DriveBC site, bringing the total at the end of April to 170 cameras strategically placed on highways throughout the province. These are all invaluable tools to help drivers know before they go.

It is vital that we make the right transportation and infrastructure investments to support a strong economy for families, businesses and communities across the province. The Ministry continues to work hard to ensure British Columbia's continued growth and stability.

The Ministry of Transportation and Infrastructure *2010 11 Annual Service Plan Report* compares the actual results to the expected results identified in the Ministry's *2010 11 - 2012 13 Service Plan*. I am accountable for those results as reported.



Honourable Blair Lekstrom
Minister of Transportation and Infrastructure

June 24, 2011

Table of Contents

Message from the Minister and Accountability Statement **3**

Highlights of the Year **6**

Purpose of Ministry **9**

Strategic Context **11**

Report on Performance **14**

Performance Plan Summary Table 14

Goals, Objectives, Strategies and Performance Results 15

Report on Resources **27**

Resource Summary Table – Ministry of Transportation and Infrastructure 27

Statement of Earnings – BC Transportation Financing Authority 28

Annual Service Plan Report Appendices **36**

Appendix A: Ministry Contact Information 36

Highlights of the Year

In addition to the accomplishments noted in Minister Lekstrom's message, the Ministry reached the following milestones in 2010/11:

Canada's Pacific Gateway

The Ministry continued to work with its partners in government and industry to make Canada's Pacific Gateway the gateway of choice for Asia-North America trade and travel.

Select key achievements for 2010/11 include:

- **Port Metro Vancouver** – 2010 container traffic up 17 per cent over 2009, with total bulk and break-bulk volumes up 18 per cent, potash shipping increasing by 143 per cent, coal shipments by 25 per cent and forest product shipments up 17 per cent over 2009 levels;
- **Port of Prince Rupert** – 2010 container traffic up 29 per cent over 2009, with total coal shipments up 102 per cent; and
- **Roberts Bank Rail corridor** – a $307 million partnership between the Government of Canada, the Province, Port Metro Vancouver, TransLink, four municipalities and four railroads to improve road/rail crossings along this rail corridor. Two projects are under construction, and the remaining seven are in the design phase and are proceeding on schedule.

Provincial Transit Plan

The *Provincial Transit Plan* was announced in January 2008. The $14 billion plan includes investments for new and upgraded rapid transit lines, the introduction of rapid bus services, expansion of the bus fleet and other transit supportive infrastructure projects. The plan is intended to double transit ridership by 2020, reduce reliance on the automobile, decrease transportation greenhouse gas emissions and provide a network to support increased urban population densities.

Achievements in 2010/11 include:

- The U-Pass BC Program was made available to approximately 140,000 students at public post secondary institutions in Metro Vancouver;
- As part of the Building Canada Fund, the Canada-British Columbia Contribution Agreement for transit projects was signed in April 2010, and work has started on several projects already, including Kamloops and Vernon bus maintenance facilities, West Coast Express capacity improvements, and faregates and smartcards;
- Through federal contributions, as part of the Infrastructure Stimulus Fund, work is underway on the following transit related projects:
  - shoulder bus lanes along Highway 99 between the King George Highway and Highway 91;

- shoulder bus lanes along Highway 99 between Sea Island Way and Steveston Highway;
- Highway 7 additional lane in Pitt Meadows;
- transit priority lanes and bridge replacement work at the north end of the Lion's Gate Bridge; and
- interchange, park and ride and transit exchange in Langley.

Major Infrastructure Projects

Examples of projects undertaken in 2010/11 as part of the Infrastructure Stimulus Fund include:

- **Nelson Road/Highway 91 Interchange** – This $23 million interchange will provide access from Highway 91 to the Fraser Port Industrial Area and is being funded through a partnership with the City of Richmond and Port Metro Vancouver in addition to the federal and provincial governments. Construction is approximately 75 per cent complete, with final completion targeted for the summer of 2011;
- **Highway 97 Stone Creek Bridge** – This $20 million project includes four-laning two kilometres of highway between Plett Road and Stone Creek Bridge and the replacement of the bridge with a new four lane structure; and
- **Highway 17/McTavish Interchange Project** – Through a partnership with the Victoria International Airport and the federal government, this $24 million grade-separated interchange will improve safety, enhance transit, and improve access to the airport.

Aerial view of the new Highway 17/McTavish Interchange

Kicking Horse Canyon

Improvements to the Trans-Canada Highway in the Kicking Horse Canyon are providing a safer and more efficient movement of people and goods along this vital trade route. The improvements are having a positive effect on the environment by reducing vehicle emissions and fuel consumption, and enhancing bicycle use.

Achievements in 2010/11 include:

- Phase 3 construction continued on the 9-kilometre Brake Check to Yoho National Park segment which will deliver a new 112-metre long bridge across Mount Hunter Creek, wildlife crossings at Vacation Creek and Glenogle Road, continuous wildlife exclusion fencing, and access improvements at Beaverfoot Road. Work is planned to be completed in June 2011.
- Work continued on the Golden Hill to West Portal segment of Phase 3. The finished product will include four kilometres of four-laning, grade and horizontal alignment improvements

from Golden Hill to West Canyon Portal, a wildlife overpass and a grade-separated intersection at Upper Donald Golden Road. Work will be completed by March 2012.

- A tender was issued for the supply and installation of four changeable message signs as part of the Ministry's Intelligent Transportation System. The work is planned to start in the spring of 2011.
- Engineering underway on the extension of the cycling/pedestrian trail connection from Upper Donald Golden Road to Highway 95 in Golden. Construction is planned for the summer of 2011.

Cariboo Connector Program

As a result of continued economic growth in the oil and gas, forestry, mining and tourism industries in the north, the Ministry is undertaking significant upgrades to the Highway 97 corridor between Cache Creek and Prince George. These improvements will help meet increased demands by providing a safe, reliable and efficient four-lane resource and trade route in support of the Pacific Gateway Strategy.

Achievements in 2010/11 include:

- The successful four-laning of 20.2 kilometres of highway including sections from the Simon River Bridge to Sintich Road, the Prince George South Weigh Scale, Cody Road to the Australian Rest Area, Wright Station Curves, Horse Lake Road, and Cargyle Curves.
- When complete in the fall of 2011, Phase 1 will more than double the previous 40 kilometres of four-laning on Highway 97 between Prince George and Cache Creek.

Gateway Program

Gateway Program improvements are helping create a comprehensive, effective transportation network in Metro Vancouver.

Key achievements in 2010/11 include:

- Construction continues as part of the Port Mann Bridge/Highway 1 Improvement Project. This project is being delivered through the Transportation Investment Corporation (TI Corp), a provincial crown corporation; and
- Significant progress on the final design and construction of the South Fraser Perimeter Road. Sections of the corridor east of the Patullo Bridge are currently under construction and are expected to be open to traffic by 2012. Portions west of the Bridge will follow in 2013 with final project completion anticipated for 2014. Additionally, as part of an agricultural enhancement strategy for this project, construction of an $18 million enhanced irrigation/drainage system is underway. This will help enhance agricultural productivity in the area and reduce flood risks.

Purpose of Ministry

The Ministry of Transportation and Infrastructure plans transportation networks, provides transportation services and infrastructure, develops and implements transportation policies, and administers many related acts and regulations. The Ministry also administers federal-provincial funding programs to build sustainable communities.

The Ministry is committed to opening up B.C. through innovative, forward-thinking transportation strategies that move people and goods safely and fuel our provincial economy.

To accomplish its mandate, the Ministry:

- works to expand and integrate various modes of transportation in consultation with local and regional authorities and stakeholder groups, and in cooperation with transportation-related Crown corporations;
- pursues policies and other initiatives to enhance the competitiveness of B.C.'s ports and airports, our gateways for economic growth and development;
- works with partners and other levels of government, and provides funding, to develop and deliver cost-effective public transit, ferry services, and cycling networks;
- builds highway infrastructure to fulfill the economic and social needs of British Columbians;
- maintains highways to a high standard through contracts with private sector road maintenance providers;
- undertakes vehicle safety inspections and sets commercial vehicle operating standards;
- licenses and regulates commercial passenger transportation;
- manages funding for high-quality, modern public infrastructure that supports the development of strong communities by contributing to long-term economic growth and a clean environment; and
- operates in cooperation with the BC Transportation Financing Authority, which is a Crown corporation that supports financing of the capital program.

Information regarding the Ministry's Core Business Areas can be found on the Ministry website at www.th.gov.bc.ca/publications/ministry_reporting/.

Legislation governing the Ministry's activities can be found on the Ministry website at www.th.gov.bc.ca/key_initiatives/legislation/statutes.htm.

Crown Corporations

The Ministry of Transportation and Infrastructure is responsible for the following Crown corporations:

- BC Transportation Financing Authority (BCTFA) – The BCTFA is a provincial Crown corporation operating under the *Transportation Act*. It owns provincial highways and provides for their rehabilitation and expansion through dedicated fuel taxes and other revenues. The Authority can also acquire, hold, construct, or improve other transportation infrastructure throughout B.C.
- British Columbia Railway Company (BCRC) – On April 1, 2010, the shares of the BCRC were transferred to the BCTFA, resulting in the BCRC becoming a wholly-owned subsidiary of the BCTFA. Continuing as its own entity, BCRC retains its legal and legislative authorities and agreements. BCRC core operations are now managed by the Ministry of Transportation and Infrastructure. BCRC core functions include:
  - management of the Revitalization Agreement between BCRC and CN Rail;
  - ownership and operation of the 40 kilometre Port Subdivision rail line;
  - control of key land assets, including land ownership and lease arrangements with Vancouver Wharves and Squamish Terminals;
  - land, permitting and environmental management of over 2,300 kilometres of rail line;
  - sale of surplus property not required for railway or Pacific Gateway purposes; and
  - investment in rail, land and other infrastructure that supports Pacific Gateway capacity expansion.

The transition of BCRC management and operations to the Ministry has resulted in lower administrative and overhead costs and closer integration with Pacific Gateway and other strategic initiatives. More information can be found at www.bcrproperties.com/bcr1/.

- BC Transit – BC Transit is the provincial Crown agency charged with coordinating the delivery of public transportation throughout B.C. (outside Metro Vancouver). More information can be found at www.bctransit.com/.
- Transportation Investment Corporation –TI Corp is established under the *Transportation Investment Act*. Its primary purpose is to implement the Port Mann/Highway 1 Improvement Project. More information about the project can be found at www.pmh1project.com/.
- Rapid Transit Project 2000 Ltd. – Rapid Transit Project 2000 completed its mandate to build the Millennium Line and concluded direct project activities in 2006. The Ministry is responsible for any continuing Rapid Transit Project 2000 Ltd. administration and financial reporting.

Strategic Context

The following factors shaped the development and execution of the Ministry's programs in 2010/11:

British Columbia's real GDP increased by 4.0 per cent in 2010, following a decline of 1.8 per cent in 2009. Indicators of economic performance in 2010 show that B.C.'s economy is recovering from the period of severe weakness it experienced in late 2008 and early 2009. Improvements in the domestic economy were observed in employment, consumer spending and housing, while external gains were made in exports and shipments of manufactured goods. However, several risks to B.C.'s economy remain, including ongoing weakness in the U.S., the European sovereign debt crisis, continued strength in the Canadian dollar, and geopolitical uncertainty and its impact on global commodity markets.

Growth in Asia-Pacific Trade. Canada's continued economic prosperity depends upon its success in world trade. Economic growth in Asia offers businesses in B.C. and the rest of Canada enormous opportunities to expand trade and tap into existing markets, as well as establish new ones. China is Canada's second largest trading partner and B.C.'s largest off-shore trading partner. China is now the world's second largest economy and by 2020, trade between China and North America is expected to increase by 300 per cent from its 2006 level. In addition to existing trading partners like Japan and South Korea, with established economies, India and other Asian Nations with newly thriving economies, have the potential to become other significant trading partners. India's annual economic growth rate is forecasted to exceed eight per cent over the next 20 years, which would place the country amongst the most powerful economies in the world.

B.C.'s geographic location gives the province a tremendous natural advantage as a gateway between Asia and North America. The provincial government's Ports Strategy has set a goal of expanding B.C.'s share of west coast Asia-Pacific container traffic from nine to 15 per cent (17 per cent with aggressive terminal expansion) by the year 2020, thereby creating 32,000 jobs in the province and increasing the provincial GDP by $2.2 billion. Efficient supply chain logistics and links between Canada's west coast ports, airports, roads, and rail networks will be central to achieving this objective.

Facilitation of Trade. The provincial economy depends on having transportation infrastructure that facilitates trade with national and international markets. Greater access to international air markets will provide significant economic benefits for B.C. and Canada. The Ministry, in conjunction with its provincial agency partners and stakeholders, is working with the federal government to obtain greater air access and connectivity to B.C. airports for both passengers and cargo. Interprovincial trade is also a major part of our economy, and the Ministry continues to work with Alberta and Saskatchewan through the New West Partnership to establish a common approach to commercial driver and vehicle regulations, policies and programs. This will streamline industry requirements across the three provinces, reducing costs and improving the competitiveness of our commercial trucking sector. As well, investments in the highways that

connect economic gateways to each other will facilitate trade and keep B.C. an attractive place to do business.

Changing Regional Economics. Rural economies continue to diversify and will rely on a range of infrastructure improvements to facilitate this evolution. Additional log and forest product hauls from accelerated harvests triggered by the mountain pine beetle epidemic are projected to peak in 2013 and continue for some years after. With increased natural resource development, such as oil and gas, mining and forestry, industrial traffic places significant demands on the existing transportation infrastructure. To support this increase in traffic and ensure roads remain suitable for all users, the Ministry will make additional investments in affected road networks, including maintenance and rehabilitation due to incremental wear and tear. The Ministry is also pursuing partnership opportunities with First Nations to stimulate economic development through improved commercial access and the resolution of highway tenure issues.

Accelerated Infrastructure Investments to Stimulate Economic Activity. In December 2010, the federal government extended the completion deadline for projects funded under the Infrastructure Stimulus Fund and Building Canada Fund Community Top-up. This extension should allow virtually all the remaining projects to be completed at no additional cost to the federal or provincial governments. These infrastructure projects create jobs and spinoff benefits for communities of all sizes, providing additional stability and confidence.

Urban Population Growth. To accommodate urban population growth with denser community development, British Columbians will need alternatives to single-occupant vehicles. The *Provincial Transit Plan* calls for the provision of a world-class transit network to increase the market share for Metro Vancouver public transit from 12 per cent in 2008, to 17 per cent by 2020, and up to 22 per cent by 2030. Denser communities will encourage further transit use and will facilitate carpooling, walking and cycling as alternative travel modes. Volatile, but generally rising, fuel prices will likely also change travel behaviour and shift mode preferences away from single-occupant vehicles. Cleaner technology, such as lower-emission buses, support the green economy as well as the provision of commuter options.

Climate Action and Adaptation. Transportation accounts for almost 40 per cent of the greenhouse gas emissions in the province, with passenger vehicles accounting for 13 per cent. The provincial government's Climate Action Targets are to reduce greenhouse gas emissions by six per cent by 2012, 18 per cent by 2016, and 33 per cent by 2020. Meeting these targets will require significant investment in transit and cycling infrastructure and services through programs like the *Provincial Transit Plan* and Bike BC, and new emission-reducing initiatives for all modes of transport, including new engine technologies and alternate fuels.

B.C. must also prepare its transportation network for the effects of climate change. As the existing highway infrastructure is renewed and expanded, the Ministry and its partners must consider the possible effects of current climatic hazards and future risks. Climate risk case studies have already been completed for section of the Coquihalla and Yellowhead highways using Climate Change Infrastructure Vulnerability Assessment Protocol. The results from these

studies will help guide the Ministry in reviewing design standards for highway infrastructure across the province.

Report on Performance

Performance Plan Summary Table

Goal 1: Key Infrastructure is improved to drive economic growth and trade For greater detail see pages 15 to 17	**2010/11 Target**	**2010/11 Actual**
1.3 Available provincial investment dollars are used as effectively as possible The percentage of projects that meet their budget and schedule	91.5%	92.1% EXCEEDED
Goal 2: British Columbia's transportation industries become more globally competitive For greater detail see pages 19 to 20	**2010/11 Target**	**2010/11 Actual**
2.1 Developing Canada's Pacific Gateway Growth in container volume handled at B.C. ports in TEUs (twenty-foot equivalent units)	2.45 million TEUs	2.86 million TEUs EXCEEDED
Goal 3: Reduction of greenhouse gas emissions from the transportation sector For greater detail see pages 21 to 22	**2010/11 Target**	**2010/11 Actual**
3.1 Increase use of transit, cycling and other alternative modes of personal transportation Annual public transit ridership in B.C.	257 million	261 million EXCEEDED
Goal 4: British Columbia is provided with a safe and reliable highway system For greater detail see pages 23 to 24	**2010/11 Target**	**2010/11 Actual**
4.1 Contractors maintain the provincial highway system to a high standard Rating of the maintenance contractors' performance using the Contractor Assessment Program	92.5%	94% EXCEEDED
4.3 Improved highway safety and reliability Crash reduction after construction on safety improvement capital projects	25% reduction from baseline	33% reduction from baseline EXCEEDED
Goal 5: Excellent customer service For greater detail see pages 25 to 26	**2010/11 Target**	**2010/11 Actual**
5.2 Excellent customer service is provided to all British Columbians Customer Satisfaction Survey: Stakeholder satisfaction with existing Ministry services and delivery processes, rated on a scale of 1 to 5	4.10	4.13 EXCEEDED

Goals, Objectives, Strategies and Performance Results

This section describes the Ministry's overall goals, the supporting objectives that should be met along the way, the major strategies the Ministry uses, and targets against which performance is measured.

Goal 1: Key Infrastructure is improved to drive economic growth and trade

Objective 1.1: Improved mobility servicing major economic gateways

Strategies

- Identify infrastructure projects for both short-term and long-term economic benefits;
- Improve mobility and reliability and reduce bottlenecks on major urban and rural trade corridors using partnership cost-sharing where feasible;
- Reduce congestion at inspection stations (formerly known as weigh scales) by relocating and/or redesigning facilities, and by using intelligent transportation systems to process truck traffic more efficiently; and
- Reduce congestion at Canada/U.S. border crossings through the use of intelligent transportation systems, such as an improved Advance Traveller Information System that manages border capacity more efficiently.

Objective 1.2: Identify and select priority improvement projects

Strategies

- Identify key safety and mobility improvements to enhance the movements of goods;
- Develop options for improvements;
- Evaluate and prioritize options;
- Develop business cases for individual projects; and
- Amalgamate projects into an integrated investment strategy.

Objective 1.3: Available provincial investment dollars are used as effectively as possible

Strategies

- Compete projects on budget and on time;
- Develop public-private partnerships in consultation with Partnerships BC, where appropriate;
- Capture value from surplus lands to fund transportation improvements; and
- Secure federal funding for transportation projects in British Columbia.

Performance Measure 1: Project Performance

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
The percentage of projects that meet their budget and schedule.	91.1%	91.5%	91.5%	92.1% EXCEEDED

Data Source: Ministry of Transportation and Infrastructure

Discussion of Results

This performance measure evaluates all Ministry capital construction and rehabilitation projects completed each year within the overall *Transportation Investment Plan*. The number and total value of these projects varies from year to year as new investments are made. The performance measure allows the Ministry to assess how efficiently and effectively it delivers a large suite of projects.

Projects range in size, scope and value from the very small to the extremely complex and costly, and use a variety of procurement methods from traditional design/bid/build to public-private partnerships. Programs are continuously evolving to ensure infrastructure meets growing demand and best serves the citizens of the province. The constant target represents the Ministry's ability to maintain a high level of achievement despite these challenges and the broad range of projects included in the target.

Base Funding Initiative

The federal government's Provincial-Territorial Base Funding initiative was established in federal Budget 2007 and provided $25 million per year for seven years to each province and territory commencing in fiscal 2007/08 and ending in fiscal 2013/14. The Canada-British Columbia Provincial-Territorial Base Funding Agreement was amended to provide for accelerated investment, and over $240 million in additional highway improvement projects throughout the province were announced on April 6, 2009. The full $175 million in federal funding available to B.C. under the Base Funding Initiative has been committed: $151.7 million to highway improvement projects throughout the province and $23.3 million to the Ministry of Public Safety and Solicitor General's Flood Protection Program.

Infrastructure Stimulus Fund

The Infrastructure Stimulus Fund was established in federal Budget 2009 and provided $4 billion in federal funding for the construction and renewal of public infrastructure in Canada. The federal funding available to B.C. has been fully leveraged; over $1.3 billion in funding has been committed to the 438 Infrastructure Stimulus Fund projects approved in British Columbia. This includes almost $512 million in federal funding, $460 million in provincial funding and $360 million in third party funding.

Building Canada Fund

The Building Canada Fund consists of a communities component and a major infrastructure component. The major infrastructure component focuses on larger projects with two-thirds of the funding for national priorities. The remaining one-third can be for local and community priorities of national or regional significance. The communities component focuses on small scale municipal infrastructure and is restricted to communities with populations less than 100,000.

Ministry projects where federal funding has been secured include the following:

- $215.6 million for core National Highway System projects;
- $129 million for public transit projects; and
- $417 million for the Evergreen Line Rapid Transit Project.

Objective 1.4: Improved road access for resource industries and rural residents

Strategies

- Strategically invest in roadway rehabilitation and improvements on roads serving industry and rural residents as follows:
  - — Interior and Rural Side Roads Program. Invest $150 million between 2010/11 and 2012/13;
  - — Oil and Gas Rural Road Improvement Program. Invest $51 million in 2010/11; and
- Support B.C.'s *Mountain Pine Beetle Action Plan* through the strategic investment of $30 million per year in 2010/11, 2011/12 and 2012/13.

In 2010/11, $50 million was invested as part of the Interior and Rural Side Roads Program and $33 million as part of the Oil and Gas Rural Road Improvement Program.

Objective 1.5: Manage programs that provide funding to communities to build and improve infrastructure that contributes to their sustainable development

Strategies

- Manage the implementation of over $900 million in joint federal/provincial funding programs to support local government infrastructure priority projects.

Goal 2: British Columbia's transportation industries become more globally competitive

Objective 2.1: Developing Canada's Pacific Gateway

Strategies

- Implement the Pacific Gateway Action Plan;
- Work closely with other levels of government and stakeholders to achieve the objectives of the British Columbia Ports Strategy; and
- Provide leadership through the Asia Pacific Gateway Authority.

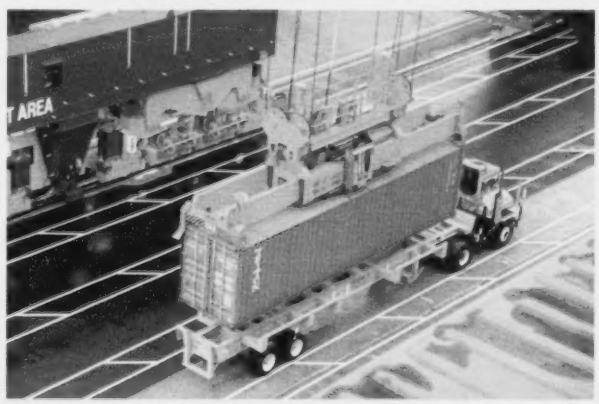
Performance Measure 2: Container traffic growth

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Growth in container volume handled by B.C. ports in TEUs (twenty-foot equivalent units)	2.67 million TEUs	2.42 million TEUs	2.45 million TEUs	2.86 million TEUs EXCEEDED

Data Source: Growth in container volumes is based on traffic statistics reported annually by B.C.'s key trading ports. This includes Port Metro Vancouver and the Port of Prince Rupert. TEUs are twenty foot equivalent units, a standard measure for containers where one TEU = one 20-foot container.

Discussion of Results

Container traffic is a key indicator of trade at the province's ports. Growth in container volumes is driven by market demand, but is influenced by many factors including provision of appropriate infrastructure, creation of sufficient capacity to accommodate demand, a supportive policy environment for trade and investment and sound security measures. The container traffic target for 2010 was conservative to reflect uncertainty around the recovery in international trade following the global recession. As the global recovery took hold and consumer spending increased, however, container traffic in 2010 rebounded strongly. As a result, the target of 2.45 million TEUs for 2010 was surpassed.



A shipping container is loaded onto a truck at the Port of Prince Rupert.

Container traffic handled by British Columbia's key trading ports is shown from 2008 to 2010 in order to compare year-on-year growth. Total container traffic handled by the province's ports in 2010 was 2.86 million TEUs, an 18 per cent increase over 2009 volumes. This followed a growth of six per cent in

2008 and a decrease of 10 per cent in 2009 due to the onset of the global recession. The Port of Prince Rupert experienced 29 per cent growth in container traffic in 2010 as the container service introduced in the late 2007 continued to expand.

During the 2008 to 2010 period, traffic increased seven per cent at B.C. ports while it changed between +4 per cent and -3 per cent at U.S. west coast ports (Seattle/Tacoma, Oakland, Los Angeles and Long Beach). The B.C. share of the total west coast container market increased from 12 to 13 per cent.

The Ministry has a role to play in creating a competitive industry environment in order to attract trade to B.C. ports. Through the *Pacific Gateway Strategy*, in partnership with industry and other levels of government, the Ministry continues to advance critical infrastructure, operational efficiencies and policy initiatives needed to meet long-term (2020) Asia-Pacific trade targets.

Goal 3: Reduction of greenhouse gas emissions from the transportation sector

Objective 3.1: Increase use of transit, cycling and other alternative modes of personal transportation

Strategies

- Build rapid transit backbone and supportive rapid transit and frequent bus service to create rider options;
- Invest in public transit infrastructure;
- Improve High-Occupancy Vehicle (HOV) and transit priority measures;
- Encourage increased land use density around transit stations and along transit corridors through policy and funding agreements; and
- Invest in an integrated cycling and walking network.

Performance Measure 3: Transit Ridership

Performance Measure	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Annual public transit ridership in B.C.	229 million	248.5 million	257 million	261 million EXCEEDED

Data Source: Estimates for future public transit ridership are provided by BC Transit and TransLink. The target for 2010/11 was lowered from the target of 263 million that appeared in the 2010/11-2012/13 Service Plan as TransLink has adjusted ridership estimates based on changes to the economic climate.

Discussion of Results

Ridership is on track to meeting the *Provincial Transit Plan's* goal of doubling ridership by 2020.

Objective 3.2: Improve supply chain efficiency for the movements of goods

Strategies

- Reduce ship wait times in port;
- Reduce ship idling through port electrification;
- Reduce truck waits by minimizing idling time and empty kilometres travelled;
- Improve rural road infrastructure;
- Build rail grade separations; and

- Free up road capacity for goods movement by reducing the use of single-occupant vehicles.

Objective 3.3: Reduce greenhouse gas emissions through the adoption of new technologies

Strategies

- Support the development of the hydrogen highway;
- Put in operation the world's first fleet of hydrogen powered buses;
- Invest in new buses that use the latest technology;
- Reduce harmful particulate matter emissions from heavy-emitting diesel vehicles by a least 20 per cent through the Diesel Retrofit Requirement coming into enforcement on October 1, 2010;
- Increase the use of weigh-in-motion technology to reduce the need for trucks to stop and idle at inspection stations; and
- Implement intelligent traffic control systems to reduce idling and create time advantages for transit.

Goal 4: British Columbia is provided with a safe and reliable highway system

Objective 4.1: Contractors maintain the provincial highway system to a high standard

Strategies

Administer the highway maintenance contracts and assess how well the contractors are delivering their services through the Contractor Assessment Program.

Performance Measure 4: Contractor assessment

Performance Measure	Baseline	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Rating of the maintenance contractors' performance using Contractor Assessment Program	91%	92.4%	92.5%	92.5%	94% EXCEEDED

Data Source: Ministry of Transportation and Infrastructure, Construction and Maintenance Branch.

Discussion

Ratings measure whether the contractors exceed contract requirements based on the results of local and regional assessments and road user satisfaction ratings. Contractors that exceed basic requirements are entitled to a bonus. A rating of 85 and 90 per cent warrants a one per cent bonus, between 90 and 95 per cent warrants a 1.5 per cent bonus, and above 95 per cent warrants a two per cent bonus. The performance measure is a provincial average of the combined summer and winter ratings for all 28 contractors in the province.

Objective 4.2: The main highway system is rehabilitated on a lowest life-cycle cost basis

Strategies

- Monitor highway safety and improve high-risk locations in consultation with local and regional authorities and stakeholders;
- Maximize highway safety and reliability through both safety-focused enhancements and low-cost improvements, such as signs, lighting, and lane markings; and
- Work with safety partners such as the Insurance Corporation of British Columbia, the Royal Canadian Mounted Police, and the Ministry of Public Safety and Solicitor General to identify areas for safety improvements.

Performance Measure 5: Highway Safety

Performance Measure	Baseline	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Crash reduction after construction on safety improvement capital projects	152	18% reduction from baseline	36% reduction from baseline	25% reduction from baseline	33% reduction from baseline EXCEEDED

Data Source: The crash data is gathered by the RCMP as part of its on-site crash investigation. The RCMP completes MV 6020 forms and passes those on to ICBC. From ICBC data (provincial roads only) is passed on to the Ministry and input into the Collision Information System. Data reliability is dependent on RCMP attendance at crashes and the accuracy of form completion.

Discussion

This performance measure compares the before and after crash reduction on 19 new safety improvement capital projects on completion of construction. These projects are being delivered throughout the reporting period. The baseline is established at 152 crashes per year measured over five years for the data period 2000-2004. This period was chosen due to superior data quality.

The crash reduction target for 2010/2011 is 25 per cent from baseline. The target was based on 18 projects being completed at the time for this reporting. Crashes have been reduced by 33 per cent, which represents a reduction of 52 crashes per year from the baseline benchmark.

Objective 4.4: Effective road safety enforcement, education and programs for the commercial transport industry

Strategies

- Establish and enforce regulations to enhance vehicle safety in B.C.;
- Work with other jurisdictions to coordinate and harmonize commercial transport and vehicle safety standards;
- Introduce system improvements to enhance the quality and timeliness of commercial vehicle safety data for law enforcement; and
- Implement technologies to enhance safety and improve efficiency for the commercial transport industry.

Goal 5: Excellent customer service

Objective 5.1: Continue to improve service levels to the British Columbia business community

Strategies

- Participate in cross government integration of permitting;
- Streamline application and review processes for rural sub-divisions; and
- Implement online application and tracking tools to support reduced turnaround times.

Objective 5.2 Excellent customer service is provided to all British Columbians

Strategies

- Undertake annual surveys of customer satisfaction and compare survey results with baseline data to ensure customer needs are met;
- Use survey results and public feedback to better understand various elements of customer expectations and levels of customer service provided through existing processes and procedures; and
- Evaluate results to determine how to adjust internal processes, procedures and communications to enable more rapid information exchange within and between Ministry business units to deliver enhanced customer service.

Performance Measure 6: Customer service

Performance Measure	2005/06 Baseline	2008/09 Actual	2009/10 Actual	2010/11 Target	2010/11 Actual
Customer Satisfaction Survey: Stakeholder satisfaction with existing Ministry services and delivery processes, rated on a scale of 1 to 5	3.89	4.05	4.10	4.10	4.13 EXCEEDED

Data Source: The Ministry's Customer Satisfaction Survey is based on the Common Measurement Tool, a survey framework designed by the Institute for Citizen-Centred Service to be administered by public-sector organizations to facilitate the measurement of citizen satisfaction.

Discussion

The customer satisfaction score is based on British Columbians' ratings of service they received from the Ministry. For example, ministry staff may have checked the status of an application, provided information on government requirements, directed citizens to the correct source of information, or assisted with forms. The survey questions focus on fairness, willingness to go the extra mile, staff knowledge, timeliness, accessibility, staff courtesy, and overall service quality.

Survey respondents include local governments, commercial highway operators, permit applicants, emergency service providers, resource industries, highway construction and maintenance companies, professional and technical consultants, real estate industry, business groups, and general highway users.

The Ministry uses the survey results to identify areas and processes to improve service delivery. The increase in survey results from the original 2010/11 target represents the Ministry's ability to improve customer service delivery.

Know Before You Go

Trip planning can help reduce travel time and increase road safety for those that travel for work, commercial users and the travelling public. To provide as much up to date information as possible, the Ministry has a network of highway webcams placed around the province. A Premier's Award winning project with 20 million annual visitors, DriveBC is a valuable tool for keeping drivers safe and informed, accessible online at *www.drivebc.ca*, by phone toll free at 1-800-550-HWYS, or via Twitter at *http://twitter.com/drivebc*. You can also access information regarding Ministry services and projects at *www.tranbc.ca*.

Report on Resources

Ministry of Transportation and Infrastructure

Core Business Areas	2010/11 Estimates	Actual	Variance
Operating Expenses ($000)			
Transportation and Infrastructure Improvements	10,352	10,852	500
Public Transportation	273,449	273,409	(40)
Highway Operations	459,243	457,533	(1,710)
Commercial Passenger Transportation Regulation	1,755	1,246	(509)
Executive and Support Services	8,015	9,525	1,510
Total Ministry Operations Before Adjustment of Prior Year Accrual[1]	**752,814**	**752,565**	**(249)**
Adjustment of Prior Year Accrual[2]	0	(281)	(281)
Total Expense Including Prior Year Accrual	**752,814**	**752,284**	**(530)**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)			
Transportation and Infrastructure Improvements	0	108	108
Highway Operations	4,273	3,802	(471)
Commercial Passenger Transportation Regulation	0	0	0
Executive and Support Services	0	2	2
Total[3]	**4,273**	**3,912**	**(361)**
Core Business Areas	**Estimated**	**Actual**	**Variance**
Other Financing Transactions ($000)			
	0	**0**	**0**
Revenue ($000)			
Total Receipts[4]	**46,637**	**219,941**	**173,304**

[1] The Ministry manages its operating budget by monitoring expenditures during the year, identifying potential savings and cost pressures, and reallocating funds accordingly. Variances between core businesses are the result of these reallocations.

[2] In accordance with Generally Accepted Accounting Principles (GAAP), this amount reflects an adjustment of prior year's expense accrual. These dollars are not available for Ministry spending.

[3] The Ministry CRF capital budget was under expended due to timing of spending on IT projects.

[4] The additional revenue reflects payments from BC Railway Company ($173 million) and higher motor vehicle licenses and permits.

BC Transportation Financing Authority

Statement of Earnings

2010/11	Total estimated	Actual	Variance
Revenue ($000)			
Dedicated Taxes[1]	416,500	439,715	23,215
Amortization of deferred contributions[2]	141,355	135,889	(5,466)
Other revenue[3]	80,238	109,746	29,508
Total	**638,093**	**685,350**	**47,257**
Expenditures ($000)			
Amortization	380,542	386,543	6,001
Interest[4]	287,123	262,609	(24,514)
Interior and rural side roads[5]	32,500	31,773	(727)
Grant programs[6]	79,991	63,322	(16,669)
Operations and administration[7]	51,588	77,649	26,061
Total	**831,744**	**821,896**	**(9,848)**
Net Earnings (Loss)($000)			
Net operating loss[8]	**(193,651)**	**(136,546)**	**(57,105)**

[1] Dedicated taxes include 6.75 cents per litre motor fuel tax.

[2] Contributions towards capital assets are deferred and amortized to income at the same rate as the related highway infrastructure is amortized to expense.

[3] Other revenue includes interest income, grants from the Province, property sales, rentals and economic development revenues, and earnings from the British Columbia Railway Company.

[4] Interest on borrowing used to finance construction work in progress is capitalized. Upon completion, related interest costs are expensed.

[5] Improvements to interior and rural side roads are included in capital expenditures; repairs are expensed. Total interior and rural side road program expenditures for 2010/11 were $50 million.

[6] Grant programs include airports and ports grants, cycling infrastructure grants, provincial contributions to Canada Line, grants to TransLink and BC Transit for transit purposes, and other projects

[7] Operations and administration expenditures include public-private partnership project performance payments, inland ferries operations and maintenance, write-off and transfer of assets.

Major Capital Projects

Kicking Horse Canyon

Objective: Upgrade the 26-kilometre section of the Trans-Canada Highway to a modern, four-lane standard from the junction of Highway 95 at Golden to the western boundary of Yoho National Park. This highway corridor was originally constructed in the 1950s and is mostly two lanes wide. It is an important route for tourism and inter-provincial trade, serving as the gateway between B.C. and the rest of North America. By connecting remote resource extraction sites with processing, manufacturing, and distribution centres, this portion of the Trans-Canada Highway is a key part of the province's resource economies, particularly forestry and mining.

The Kicking Horse Canyon Project has four phases; the first two, the $64-million Yoho Bridge and the $143-million Park Bridge (public-private partnership), are complete and in use.

Phase 3 includes Golden Hill to West Portal and 10-Mile Brake Check to Yoho National Park. A federal funding partnership has been secured for Phase 3 under the Building Canada Fund. Construction of the 10-Mile Brake Check to Yoho National Park segment was awarded to Ledcor CMI in the fall of 2008 and is scheduled to be completed by summer 2011. A contract for the Golden Hill to West Portal design-build project was awarded to Emil Anderson Construction Inc. in December 2009, with construction targeted for completion in 2012.

Phase 4 includes the Highway 1/95 Intersection and the West Portal to Yoho Bridge section. Preliminary engineering work continues on the challenging section from West Portal to Yoho Bridge.

Costs: The total cost was $207 million for the first two phases. Current estimates for Phase 3 are $120.9 million.

Benefits:

- Safer roads and increased capacity on a critical provincial and national gateway;
- Fewer road closures due to slides and accidents; and
- Economic development through increased tourism and more efficient movement of goods and services.

Risks:

- Challenging climatic and geographic conditions; and
- Managing traffic during construction.

Evergreen Line Rapid Transit Project

Objective: The Evergreen Line is a new rapid transit line that will connect Coquitlam to Burnaby via Port Moody. It will seamlessly connect to the current SkyTrain network, moving passengers from Coquitlam City Centre to downtown Vancouver in 40 minutes. The Evergreen Line will also integrate with regional bus networks as well as the West Coast Express.

Artist's rendition of the Coquitlam Central Entrance.

The Evergreen Line has been a centrepiece of Metro Vancouver's regionally-developed transportation plan for over 15 years and is a key element of the *Provincial Transit Plan*. The project will extend Metro Vancouver's rapid transit network to the growing northeast sector communities, providing alternative transit choices, increasing transit ridership, and reducing greenhouse gas emissions and road congestion by getting people out of their cars.

The Evergreen Line is estimated to take four years to build, with construction anticipated to start after regional funding is in place. More information about the project can be found at www.evergreenline.gov.bc.ca/.

Costs: The estimated construction cost is $1.4 billion. The Province has committed $410 million and the federal government has committed $417 million to the project.

Benefits:

- Provide fast, frequent, and convenient service, with service almost 20 hours a day, every three minutes during peak periods;
- Provide greater transit choice;
- Increase transit ridership and capacity, with 70,000 riders per day by 2021;
- Reduce traffic congestion;
- Support regional and municipal growth management plans;
- Stimulate community growth and development; and
- Provide economic opportunities by creating 8,000 new jobs during construction.

Risks:

- The Province continues to work with TransLink to finalize confirmation of local government funding. This delay in funding could result in construction delays;
- Construction through a developed urban area;
- Managing traffic during construction along busy urban commuter routes; and
- Construction staging of a two-kilometre bored tunnel.

South Fraser Perimeter Road

Objective: The South Fraser Perimeter Road, approximately 40 kilometres long, is a new four-lane, 80 kilometre per hour route along the south-side of the Fraser River. The project extends from Deltaport Way in Southwest Delta to 176th Street (Highway 15) in Surrey, with connections to highways 1, 17, 91 and 99 and to TransLink's new Golden Ears Bridge.

The project will provide a much-needed continuous and efficient route to serve the important freight and service industry along this key economic corridor and will benefit commuters as well as tourists accessing borders, ferries and B.C.'s Interior. After a rigorous environmental assessment, the project received provincial and federal environmental certification and Agricultural Land Commission approval in 2008. The project is currently under construction and the portions east of the Pattullo Bridge will be open to traffic in 2012, with the sections west of the Pattullo Bridge planned to be open in 2013, and final project completion anticipated for 2014.

Costs: The overall cost of the project is approximately $1.264 billion. A federal contribution agreement was signed in September 2008 for $365 million under the Canada-British Columbia Asia-Pacific Gateway and Corridor Transportation Infrastructure Fund.

Benefits:

- Improved movement of people and goods through the region via enhanced connections to provincial highway network;
- Reduced east-west travel times, particularly for heavy truck traffic by providing a continuous highway along the south-side of the Fraser River;
- Improved access to major trade gateways and industrial areas, and enhanced development in designated industrial areas along the south-side of the Fraser River;
- Improved safety and reliability; and
- Reduced truck traffic on municipal road networks, restoring them as community streets.

Risks:

- Construction in soft soils (much of the preload for this construction is now complete); and
- Construction across wood-waste landfill sites, requiring remediation of contaminated soils, which is currently in progress.

Port Mann/Highway 1 Improvement Project

Objective: The Port Mann/Highway Improvement Project includes construction of a new 10-lane Port Mann Bridge and improvements to approximately 37 kilometres of Highway 1 from the McGill Street Interchange in Vancouver to 216th Street in Langley. The project will widen the highway, expand the HOV network, upgrade interchanges and improve access and safety.

Responsibility for the Port Mann/Highway 1 Improvement Project has been transferred to TI Corp. As a provincial Crown corporation, TI Corp prepares its own service plan and annual service plan report, separate from the Ministry's, which can be found at: www.pmh1project.com/

Positioned on the south approach of the new Port Mann Bridge the 720 tonne gantry lifts 90 tonne pre-made sections of the bridge deck with a hoist and moves them horizontally into place.

Transportation Investments

	2010/11 Expenditures ($ millions)
Provincial Investments:	
Transportation Investment Plan	
Rehabilitation	192
Interior and Rural Side Roads	50
Oil and Gas Rural Road Improvement Program	33
Mountain Pine Beetle Strategy	28
Highway 1 – Kicking Horse Canyon	32
Highway 1 – Kamloops to Golden	14
Gateway Program	111
Okanagan Valley Corridor	50
Cariboo Connector Program	34
Other Highway Corridors and Programs	95
Cycling Infrastructure	2
Total Transportation Investment Plan	**641**
Provincial Transit Plan	
Canada Line Rapid Transit Project	20
Evergreen Line	18
Rapid Transit Projects	48
Buses and Other Transit Priorities	49
Total Provincial Transit Plan	**135**
Total Provincial Investment[1]	**776**
Investments funded through contributions from federal government and other partners:	
Evergreen Line (federal government and TransLink)	35
Contributions to the Transportation Investment Plan	271
Contributions to Provincial Transit Plan	35
Total investments funded through contributions	**341**
Total Investments in Transportation Infrastructure	**1,117**

[1] Total provincial investment includes operating and capital spending

Major Programs

Highway Rehabilitation – Investing $441 million over three years (2011/12 through 2013/14) in road and bridge surfacing, bridge rehabilitation, seismic retrofits and highway safety improvements.

Interior and Rural Side Roads – Making these roads safer and more reliable, and improving connections between communities.

Oil and Gas Rural Road Improvement Strategy – Rehabilitating the existing public road infrastructure in the Northeast region of the province to help eliminate seasonal road restrictions and extend the winter drilling season for oil and gas exploration, thereby attracting new investment and creating jobs.

Mountain Pine Beetle Strategy – Investing $30 million per year to facilitate the safe and efficient transportation of harvested mountain pine beetle killed timber; to repair damage done to the highways system by the extraordinary increase in heavy truck traffic, and to help ensure the goals and objectives of B.C.'s *Mountain Pine Beetle Action Plan* are met.

Okanagan Corridor Improvements – Supporting trade and tourism through corridor improvements that reduce congestion and improve safety. Projects included four-laning Highway 97 between Summerland and Peachland, constructing an interchange for Highway 97 in partnership with the Westbank First Nation, widening highways 33 and 97 within Kelowna, commencing with four-laning Highway 97 on a new alignment west of Wood Lake in the District of Lake Country, improving the Highway 97/6 intersection in Vernon, four-laning two separate projects on Highway 97A north of Vernon to Armstrong and upgrading Highway 97A in Enderby. Corridor projects have included infrastructure improvements that support transit expansion, including the introduction of the first HOV lanes, Bus Rapid Transit and Transit System Priority networks in B.C. outside the Lower Mainland.

Cariboo Connector Program – Widening the 460-kilometre portion of Highway 97 from Cache Creek to Prince George to increase safety and decrease travel times, while providing northern communities with a first-class trade corridor that meets the needs of a rapidly expanding economy. Phase 1 of the program began in 2005/06 with an initial commitment of $200 million, but federal infrastructure programs have allowed new projects to be included, raising the total commitment to approximately $241 million in projects initiated over the five-year timeframe. Federal cost-sharing up to $87 million has been secured under the federal *Building Canada Plan* and mountain pine beetle component of the Asia Pacific Gateway and Corridor Initiative and the Infrastructure Stimulus Fund.

Other Highway Corridors and Programs – Improving the performance of highway corridors through projects such as passing lanes, four-laning, left-turn slots, realignment and safety upgrades. Expenditures also include partnership projects, environmental enhancement programs, and lane settlements.

Bike BC – Identifying and building cycling facilities of regional and provincial significance while continuing to assist local governments to develop their local networks. Bike BC is a

comprehensive provincial cycling investment plan, which will complement the *Provincial Transit Plan* in reducing traffic congestion and greenhouse gas emissions by providing convenient and attractive alternatives to car travel.

Cycling, Physical Activity and Family

"We're committed to investing in cycling infrastructure as part of a safe, efficient transportation system that reduces traffic congestion. Cycling investments also support a healthier lifestyle for families by encouraging active communities and increased physical activity levels"

- Minister Blair Lekstrom

Provincial Transit Plan – Reducing greenhouse gas emissions by over 4.7 million tonnes cumulatively and doubling transit ridership by 2020 by providing a foundation of transportation infrastructure to support the development of healthier, more efficient communities. To accomplish these goals, the Plan calls for long-term thinking and strong support from all levels of government, including the investment of $14 billion in transit infrastructure investments. More information on the *Provincial Transit Plan* can be found at www.th.gov.bc.ca/transit_plan.

Annual Service Plan Report Appendices

Appendix A Ministry Contact Information

Website

www.gov.bc.ca/tran/

General Inquiries

Email: tran_webmaster@gov.bc.ca
Phone: 250 387-3198
Fax: 250 356-7706

Mailing Address

PO Box 9850 Stn Prov Govt
Victoria BC V8W 9T5
Canada

Regional Offices

South Coast Regional Office

7818 6th Street
Burnaby BC V3N 4N8
604 660-8200

Southern Interior Office

447 Columbia Street
Kamloops BC V3N 4N8
250 828-4220

Northern Regional Office

213 - 1011 4th Avenue
Prince George BC V2L 3H9
250 565-6478